



MEMORANDUM



DATE: September 24, 2002

TO: ALL DEPARTMENT TRAINING OFFICERS

FROM: Evelyn Hemenover
Chief
Training Division
(916) 445-4121, fax (916) 324-4050

SUBJECT: Minutes of the Quarterly Department Training Officer Meeting – 9/18/02

The quarterly Department Training Officer Meeting was held on September 18, 2002 at the Department of Personnel Administration's Training Division 1515 S Street, North Building, Suite 108, in the Colorado/Kern Rooms, beginning at 9:00 a.m. and ending at 11:30 a.m.

- I. **WELCOME AND AGENDA OVERVIEW** (9:00 – 9:10 a.m.)
Kitty Williamson welcomed the attendees and went over the agenda.
- II. **TRAINING DIVISION BUSINESS** (9:10 – 9:30 a.m.)
Kitty Williamson asked the group if they had any suggestions for classes that should be added to the State Training Center's class schedule. Many of the departments who responded to the Training Profile indicated that they had conducted Needs Assessments within their department recently. STC wanted to include those needs in their offering of future courses. The suggestions mentioned by the attendees were:
 - Working in a Chaotic Environment
 - How to Manage Your Boss
 - Generational Gaps (Diversity)
 - Getting More out of Less
 - Identifying Core Business Needs

In addition to these suggestions, STC is considering the following new classes:

- Working through Change
- Office Support Toolkit
- E-Government
- Critical Thinking
- Communication with Data

If you have any other thoughts or suggestions, please contact Kitty Williamson at kittywilliamson@dpa.ca.gov.

The STC also has grouped their classes by curriculum category (Analytical, Leadership and Office Support) for your convenience. We still have them by category and course number in the class schedule, but

this grouping provides a different way to view training for groups of employees. We may even add a suggested General Curriculum that could be pertinent to any employee. This list will be available on our website soon and can be linked by looking at the DTO Home Page. This list is not a comprehensive list of classes offered by the STC.

Kitty also invited the attendees to help themselves to the library of books that are left over from the Total Quality Management Certification Program offered through STC by Los Rios Community College. We may still have some left, so if you're interested, please contact Kitty at the address above. We also have some old MBTI (Myers-Briggs Type Indicator) instruments available, if you're interested.

George Steinert talked about the upcoming changes in the Status Sheet. Instead of listing the number of seats filled in each class, the status sheet will list the number of seats available. That change will become effective in October. If you have any comments or concerns about this change, contact George Steinert at georgesteinert@dpa.ca.gov.

III. **CONTENT SESSION – EVALUATIONS: MORE THAN A SMILE SHEET** (9:30 – 10:30a.m.)

The following panel members talked about their experiences with evaluations:

- George Steinert, STC – gave an overview of the regulations and policy regarding evaluations (information available on our website under rules, regulations and policies). George also recommended the *ASTD's Training and Development Handbook*.
- Kerry Cataline, Department of Corrections – handed out the Department of Correction's Training Evaluation Model (Kirkpatrick's Four Levels of Evaluation) and spoke about some of the barriers and helpful hints that they have found to make the process successful. After struggling with mountains of data, Kerry's new streamlined evaluation process supports her motto that "Less is More".
- Lee Cassalegio, Franchise Tax Board – talked about the lessons learned regarding the follow-through of external evaluations. He specifically talked about FTB's evaluation of their management development program, why they selected an "external" review and what became of it, including changes in the cast of characters responsible for the program. He related what they did to the Kirkpatrick model and explained why they fell short of their original objectives for the evaluation. He recommended Kirkpatrick's *Evaluating Training Programs – the Four Levels*, and the International Society for Performance Improvement's *Handbook of Human Performance Improvement*.
- Broc Stenman, Department of Parks and Recreation – talked about the combination of pre-training and post-training evaluation tools that they are using to improve the transfer of learning. Using training application processes and forms to identify learning needs and employing post-training evaluation instruments 3 months following

training are significantly improving the impact of training in his organization. The Department of Parks and Recreation has been using ASD's benchmarking capabilities for the last five years as well as their suggested evaluations. Broc recommends the *ASD Trainers Toolkit – Evaluation Instruments and More Evaluation Instruments*, as well as any of Robert Mager's books.

One of the attendees asked if the STC had any plans to conduct level 3 and 4 evaluations. The STC feels that the primary responsibility of determining whether or not the class participant's performance improved as a result of the training received lies with the participant and the supervisor. The specific department training office has much more access to the supervisor and manager than does the STC. However, we may consider compiling some suggested post-training questions to assist departments in conducting level 3 & 4 evaluations.

IV. INFORMATION SHARING (10:45 to 11:30 a.m.)

Susan Coats introduced the new Advisory Board Members. They are: Anthony Ampania, Bonnie Swaim, James Bailey, Jodi Traversaro, Kathryn King, Kathy Jones, Ken West, Laura Walsh, Madeline Journey-Lynn, Nancy Nieland, Pam Burke, Ree McLaughlan, Ron Franceschi, and Sandy Jimenez. Thank you to the new Advisory Board Members.

Two of the new Advisory Board members, Nancy Nieland and Ron Franceschi, volunteered to facilitate the Information Sharing portion of the meeting. Nancy and Ron split the group up into small groups and asked them to collectively respond to a number of questions. The small groups then contributed to a large group discussion on the last two questions asked. The questions and responses were as follows:

- What subject would you like the Department Training Officers (DTO's) to offer as a content session for this year?
 1. Training records, tracking systems, registration
 2. Monitoring and resource sharing
 3. Launching new training programs, manager's responsibility and benefits of training
 4. How to manage the training function
 5. Role of training officer vs. training coordinator vs. whoever is handling the training function
 6. Mentors
 7. How to develop interactive training or training with humor
 8. How to design internet training (web-based training)
 9. How do departments promote/push training in light of budget constraints?
 10. Upward Mobility/Career Development
 11. Innovation and change in state government

- Are there any subjects from past DTO meetings or the Training Institutes that would be worth repeating?
 1. Succession Planning
 2. Retention Strategies
 3. Selling training to management
 4. Recruiting trainers from within/volunteers and developing trainers
 5. Revisit Evaluations (Levels 3 - 5)
 6. Accountability – follow up tracking of evaluations
 7. Essential functions
 8. Show and Tell (Share Resources)
 9. Tying training to business results

Good suggestions, thanks to Ron and Nancy for collecting that information. The following new staff to the training function introduced themselves:

- Jan Spano, Department of Aging
- Kathy Mowers, Department of Rehabilitation
- Mary Hollister, Department of Justice
- Nidia Esquivel, State Compensation Insurance Fund
- Gerry Agerbek, Department of Forestry
- Scott Crackel, Department of Transportation

The next DTO meeting is scheduled for January 21, 2003 at the Ziggurat Building in West Sacramento. This will be a joint meeting with the Sacramento Intergovernmental Training Council (SITC) and will be held the regular hours of 9:00 to 11:30 a.m. We will give specific directions and details on parking when we send out the Agenda a few weeks before the meeting. The DTO Meetings for the rest of the year are scheduled as follows:

March 20, 2003 (State Training Center*)

June 18, 2003 (State Training Center*)

September 17, 2003 (Department of Social Services Training Facility)

**Unless someone from another agency volunteers their site.*

If you do not receive a copy of this agenda electronically, and you would like to, please contact Susan Coats at (916) 324-4055 or via e-mail at susancoats@dpa.ca.gov and we will add you to our list.

LIST OF ATTENDEES
DTO Meeting
September 18, 2002

Name	Department	Phone Number
Ron Franceschi	DHS	651-9407
Becky Maucieri	Managed Health Care	455-7412
Bill Groome	SPB	653-1597
Jeanette Johnston	SPB	653-0350
Nancy Nieland	Corrections	209-744-5000x4075
Sandy Nunez	Corrections	209-744-5042
Sue Williams	DHS	323-4234
Karen Pepper Ness	Transportation – DES	227-8329
Annette Woods	Transportation – DES	227-8122
Karyn Lombard	Parks and Recreation	651-8264
Broc Stenman	Parks and Recreation	831-649-2956
Sharyn Hamer	Education	319-0676
Jana Matal	Aging	324-6813
Scott Crackel	Transportation	227-9761
Barbara Baker	SCO	327-6635
Janice Takehara	OCJP	324-9177
Gerry Agerbek	CDF – OSHPros	445-8168
Kathryn King	ADP	322-6470
Janet Wight	Conservation	322-2568
Kathi Moore	Rehabilitation	263-7416
Pam Burke	CDSS	323-4420
Kathleen Yelle	CSD	341-4339
Carol Smith	CDSS	653-8872
Cynthia Amey	TTCA	324-5857
Pamela Grant	TTCA	322-1275
Cindy Fernandez	DFI	324-9679
Pat Aguirre	Conservation Corps	341-3225
Jan Spano	Aging	322-9296
Inez Armstrong	Insurance	492-3271
Anthony Ampania	Transportation	227-9759
Laura Walsh	Transportation	530-741-4196
Lynn Novi	EDD	445-3956
Nidia Esquivel	SCIF	415-565-1188
Lourdes Quiroz	CEC	634-5146
Mary Hollister	OTPD – Justice	445-9957
Kerry Cataline	Corrections	445-9207
George Martins	OTPD – Justice	327-8582
Margaret Skaggs	CHP	657-7466
Marie Fay	DDS	938-6897
Nancy Bourne	DDS	938-6318
Ree McLaughlan	Forestry	209-274-5507
Joy Rich	CHP	376-3225
Donna Heisser	CHP	376-3456
Adrienne Snyder	OEHHA	324-6469